

FCC needs to enforce the answering time when a person makes a VRS call. Its very unreasonable to be on hold for 20 minutes or more . Since its federal money that actually enables the VRS providers to give out free video phones- it seems unfair that consumers be limited to one VRS provider if they get the equipment from that company. By restricting the consumers to one company its more of a monopoly and very unfair. Sincerely, Wanda Hull